

# Adelaide Hills Inclusive Counselling Online Service Agreement

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This document serves as the basis of the agreement for accessing our online counselling services.

## 1. Balancing privacy and safety

While we try to respect your privacy at all times, if we believe that you or someone else is at **immediate risk of harm**, we will do the following:

- attempt to obtain as much relevant information as possible to assess the risk and satisfy ourselves that the risk of harm can be contained
- if this is not believed to be possible, then we will contact the person or people you have listed as emergency contacts
- if this is not sufficient to ensure safety, then we will refer you to appropriate care services or emergency services, and provide them with the information they need to ensure safety.
- If the information you provide us is not valid, we may be unable to help further.

## 2. Data security

We commit to keeping your data secure. It is also important that you take steps to keep your information safe, especially if you share a computer with others. For instance:

- Keep your account passwords safe.
- Ensure your local email program that you use for your counselling related emails cannot be opened by others.
- Do not send any private content in an open email. Rather, attach the information to your email as a password protected Word document.
- Remember to clear your browser history, cache, temporary internet files, and cookies after each session, so no one can track your on-line activities.
- Store sensitive information securely in password protected documents.
- Do not use a public computer for online counselling.

## Online Service Agreement

### 3. How we can interact online

The possible options are through using Zoom for video sessions (or other suitable video platform), or via phone (not my favourite).

If you are happy with using video, then our preference is to send you a Zoom link by email, or by phone messaging, and you click on the link to connect.

### 4. Sessions

Counselling sessions last for one hour. You can negotiate the frequency of counselling sessions with the counsellor, but weekly sessions are typical at the outset.

If you are late for a scheduled session, the counsellor will wait for at least 15 minutes, but the session will end at the scheduled time, and you will be charged for the full hour.

### 5 Cancellations

If you wish to cancel a session, please email the counsellor to reschedule the appointment at least 24 hours in advance. If less than 24 hours notice, then you may be charged up to 50% of the agreed fee.

### 6. Technical difficulties

If you experience a technical difficulty, please email or phone the counsellor to let them know. If the sessions drops out, the counsellor will wait 5 minutes for you to reconnect or phone them. After that time, the counsellor will attempt to call you. If there is no contact within 15 minutes, the counsellor will phone the emergency number you have given them.

### 7. Limits of counsellor responses

Messages sent to you by the counsellor are private and protected by copyright and should not be forwarded to a third party without consent.

Messages received from you by the counsellor will be attended to as soon as possible in a working day (Monday to Friday, 9am to 5pm). Please do not phone after business hours. If you have an emergency situation, please dial 000 for emergency services.

## Online Service Agreement

Please sign and date this page to indicate that you have read and understood the terms of service and consent, and to indicate that you agree with these conditions of the online Counselling Service being offered to you.

<b>Name:</b>	<b>Signature:</b>	<b>Date:</b>
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<b>Guardian or Parent if applicable:</b>	<b>Signature:</b>	<b>Date:</b>
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